

Enterprise Incident Report October 2011

As of 11/1/2011

Financial Institutions

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.  
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - First Contact Resolution	
	Low	FCR Total
Financial Institutions	2	2
	1	1
Customer Company Total	2	2
	1	1

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock minutes.  
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Missed Inital Response	
	Low	MIR Total
Financial Institutions	2	2
	1	1
Customer Company Total	2	2
	1	1

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours	
	Low	ATTIR Total
Financial Institutions	2 1.99	2 1.99
Customer Company Total	2 1.99	2 1.99

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .  
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.  
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
	Low	MR Total
Financial Institutions	20	20
Customer Company Total	20	20

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .  
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and  
Critical within 2 clock hours.  
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Average time in hours	
	Low	ATTR Total
Financial Institutions	2 1.99	2 1.99
Customer Company Total	2 1.99	2 1.99

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### Detail

<b>INC000000398488</b>	Donald Oldroyd	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.83
	Metro A Desktop Support	Bruce Stewart	Financial Institutions	Low Closed	TTR Missed: No	TTR:	0.83
<b>INC000000405004</b>	Orla Peck	Application	None	Proofpoint Email Security	TIR Missed: Yes	TIR:	3.15
	Application Services	Martin Gonzalez	Financial Institutions	Low Resolved	TTR Missed: No	TTR:	3.16